

# SSVF Operations and Compliance FAQs

## **Modified Service Delivery**

### **1. As a precaution an Agency has decided to stop all face to face contacts and community work for staff. Is this allowable under SSVF Regulations?**

SSVF is part of the critical social service infrastructure that must remain open and available for those in need. This needs to be done, and can be done, in a way that protects staff. Although SSVF is required to continue operations, grantees may use telework services and remote access to continue to serve Veteran families. There are several elements we are asking Grantees to consider when making decisions that will impact the delivery of services to homeless Veterans.

- What are the options to continue to have contact with Veterans currently enrolled with SSVF? (phones, laptop, telehealth systems, etc.)
- Will your Grant need to acquire the technology needed to ensure business can continue?
- How will your agency continue to enroll homeless Veterans? (phone, laptop, telehealth systems, etc.)
- What system will you have in place to ensure signatures are obtained for documentation when possible?
- Will there be local policies and procedures developed or updated to address the expectations and functioning of the Grant during this crisis?
- Grantees will need to keep their SSVF Regional Coordinator updated with the plan to ensure services are being delivered and when changes are made.

### **2. Can Grantees accept verbal, email, or text consent and self-certifications if they are unable to get signed documents by the Veteran, landlord, etc.?**

For Grantees who have been limited in their ability to meet face to face and/or complete community work in the traditional sense, it is allowable to obtain verbal or other interim forms of consent and self-certifications until signatures can be obtained. Although, at this stage of the crisis, should be infrequent or rare. Grantees need to ensure there is clear documentation that consent was provided in the Veteran's file. It is recommended as part of any policies and procedures being developed, these case files are identified as needing signatures as soon as possible.

### **3. What do Grantees do if our office is closed and we are not able to obtain copies of necessary documents for enrollments and recertifications?**

It is anticipated, at this stage of the COVID-19 pandemic, SSVF Grantees have been able to modify their office work environments and service delivery methods to be able to obtain copies, complete enrollments and recertifications in a more traditional manor. Grantees should work to ensure immediate enrollments for services while also collecting the required documentation and signatures for a complete file.

### **4. What are the flexibilities given the SSVF Grantee is not currently able to assist the Veteran to search for housing?**

The SSVF Program Office understands the current crisis will impact the ability for SSVF Grantees to assist with housing search and inspections. We are asking that Grantees consider all options and modalities for connecting Veterans with housing units and utilizing landlord relationships to negotiate ongoing housing placements. The Program Office is also encouraging Grantees to consider these placements carefully in regard to inspections. How might an inspection take place? Does the landlord understand unit habitability expectations and their obligation to make corrections at time of placement and throughout tenancy?

**5. Should a Grantee agency have several staff sick with COVID -19 and need to suspend services what should we do?**

As we all work through the uncertainty of the current crisis, we would ask that SSVF Grantees keep their Regional Coordinator updated on events that impact service delivery. The Program Office will defer to the Grantees local policies and procedures and crisis planning regarding infections disease/health related issues. The health and wellbeing of SSVF Grantee and Agency staff is important to everyone involved.

**6. Can we use SSVF Funds to partially cover internet for staff that are working remotely. E.g.: each staff member expenses \$50 per month to offset use of their internet for work.**

The SSVF Program Office recognizes as Grantees are required to work from alternative locations, there may be a need to ensure they have access to all necessary technology to guarantee continued services are being provided. As such, some Grantees may find it necessary to assist staff with accessing internet services at their home. In those cases, Grantees are allowed to do so during this time of uncertainty. Grantees will need to ensure they have documented the need and the cost as reasonable.

**7. As SSVF Grantees continue to provide services, are we able to provide hazard pay to staff?**

The SSVF Program Office certainly appreciates the hard work and creativity that Grantees have right now. While we understand Grantees are doing what they can to serve Veterans, we also want everyone to do so in a safe manner. The Program Office has made numerous allowances for virtual work i.e. phone intakes and interviews, virtual housing inspections, virtual contacts with Veterans, etc. Because we are able to make these accommodations due to increasing risks to staff, we are not requiring that Grantees meet face to face with Veterans, landlords, other providers, etc. Therefore, we are not able to accommodate requests to pay hazard pay at this time. However, should a Grantee choose to increase staff pay during the COVID-19 crisis from a different funding stream, this would not be reimbursable by the SSVF grant, but would not be a conflict either. Grantees may also reference the Program Guide, section C. Eligible Expenses page 85 and the OMB Circulars for further information about Federal Cost Principles.

**8. Can we now offer overtime due to increased caseload sizes because we are not supposed to discharge anyone?**

Grantees may consider overtime pay for SSVF Staff. However, it must continue to meet the Overtime standards as outlined in the OMB Circulars.

**9. We need to lease an additional vehicle for temporary staff/transport Vets safely/transport supplies to Vets. Since we are allowed to lease for 1 year, can we pay the entire year upfront out of our additional funding?**

If SSVF Grantees find that leasing a vehicle is applicable and reasonable, this would be an allowable expense. Grantees can pay for the 1year lease upfront when necessary. Lease costs, mileage, and maintenance would be included in the same line item for leasing. All other costs associated with vehicle leases can be entered as a separate line item in other non-provisional services personnel and other costs of the budget. Please note: The purchase of vehicles remains an unallowable cost.

## **Emergency Housing Assistance and Expanded Emergency Housing Assistance**

**10. What happens if we utilize EHA for a vulnerable Veteran to be placed in a motel, but the Veteran does not have housing identified prior to this placement?**

The SSVF Program Office continues to evaluate the needs of homeless Veterans during the ongoing COVID-19 crisis. While the COVID-19 disaster declaration remains in effect, it is not necessary to have housing identified prior to placement in a hotel/motel, as the priority is to reduce the risk of disease transmission which are made

worse by living in the streets. However, options other than hotel and motel placement may be safe and appropriate. As of March 9, 2021, the VA Homeless Program Office (HPO) has provided updated guidance regarding the utilization of EHA placements.

HPO has developed guidelines to help local VA Medical Centers, VA Homeless Programs and their community partners implement local protocols to help Veteran households experiencing unsheltered homelessness access Emergency Housing (EH) the same day services are sought. It is vital that unsheltered Veterans are engaged and brought into services as quickly as possible to ensure their safety. With improved capacity in VA and community emergency housing options, SSVF can refocus on its principle mission - placing Veteran families in permanent housing. SSVF hotel and motel placements should be considered only after other VA or community options have been considered. Review the Department of Veterans Affairs Memorandum and accompanying HPO Policy Guidance on Accessing Emergency Housing on the SSVF website at: [HPO Policy Guidance EHA.pdf \(va.gov\)](#)

**11. If a Grantee is able to do 1-month leases with a partner landlord vs motel/hotel to address the needs of high-risk homeless Veterans, are they able to pay slightly higher than the fair market rent for that short time?**

SSVF Program Office requires that Grantees determine rent reasonable. This can be accomplished by documenting details of comparable advertised rental units.

**12. Can SSVF now pay for clients to enter Transitional Housing?**

Grantees cannot pay expenses for Veterans to entering GPD housing. The Veteran and the GPD provider will work closely to determine Veteran needs and develop a housing and sustainability plan that meets the needs of the Veteran based on their specific situation.

**13. What is the policy for spending EHA on a Veteran who would otherwise not be an appropriate fit for SSVF? For example, has a limited ability to take care of himself and may be better fit for assisted living or an RCF?**

Veterans who require a higher level of care and are not able to live independently must not be placed in hotels. SSVF Grantees should work with the VAMC to find a more appropriate placement for these Veterans.

**14. Are Grantees allowed to pay for damages to the motel/hotel?**

The cost of damages to property is not generally an allowable expense with SSVF. We encourage Grantees to discuss this with the Veteran families they are placing and the motel/hotels they are working with. There have been a variety of ways Grantees have mitigated this issue. There are example Veteran/Motel agreements on the SSVF website that some have found useful. Some have worked out contracts/agreements that allow for a slightly higher rate for the room costs. Some have staff checking in with the motel/hotel and/or have someone on site daily to ensure issues are quickly addressed. Some have partnered with other community providers that are also placing homeless clients in motels that are allowed to pay damage costs. Additionally, if a security deposit is required for a hotel stay, this is allowable and would not count against the one-time security deposit for permanent housing. It is our expectation; these issues would be an exception to generally acceptable behaviors.

**15. Are Grantees able to provide EHA assistance to homeless Veterans not eligible for VAMC services and who need to self-quarantine due to potential exposure to COVID-19 prior to entering a congregate shelter?**

When this happens Grantees would be allowed to assist with EHA for these Veterans. There are several considerations that Grantees must consider when providing this type of assistance.

- The Veteran must be homeless.

- If the Veteran is symptomatic and/or has tested positive, there needs to be a clear plan to manage any medical needs and check-ins. This should be done in coordination with other community providers as appropriate.
- There needs to be clear communication and plan developed to provide services, and case management and housing placement.

#### **16. Are we allowed to Master Lease with a landlord instead of using hotels?**

Grantees are allowed to use a Master Lease for Veteran placements. Master leasing can be an effective way to temporarily house a Veteran, when the Veteran's needs and/or barriers complicate hotel placements. As Grantees are working through this process, they need to keep in mind that it is not allowable to pay for vacant units. All related costs will need to be tied to individual Veterans. If Master Leasing is being utilized for temporary emergency placements, it would be allowable to utilize EHA funding verses Rental Assistance Funding.

### **Homeless Prevention**

#### **17. With eviction moratoriums, we are concerned about our ability to negotiate with the landlords and/or the Veteran's ability to meet the "at imminent risk" criteria within our HP screening process.**

While the SSVF Program Office anticipates the likelihood of an increased demand for Homeless Prevention (HP) Assistance in the coming months, it is hard to determine exactly what it will look like right now. We will expect Grantees will do their best to address the needs of those presenting for assistance. In some situations, landlords may be unwilling or unable to post a pending eviction submission, rental arrears statement, etc. Grantees will need to understand any local, state, or federal eviction moratoriums, allowable court filings, and documentation standards to collect HP supporting documentation for the client file. Grantees should also explore the availability of funding available through the Emergency Rental Assistance Program (ERAP).

#### **18. Can SSVF Grantees utilize Stage 2 of the Homeless Prevention Screener?**

Effective January 1, 2021, SSVF Grantees are required to use the SSVF HP Stage 2 screener again, in anticipation of growing demand for limited HP resources as eviction moratoria expire. See SSVF Re-implementation of SSVF Homeless Prevention Stage 2 Screener Requirement at [SSVF HP Screener Stage 2 Reimplementation Guidance.pdf \(va.gov\)](#).

### **General Housing Stability**

#### **19. Due to children not attending schools or daycares and a decrease or lack of household income and/or local food banks being closed we are seeing an increase in the need to provide emergency assistance for food. What if we need to spend more than the allowable \$500 for food items? What if we need to do this more than one time?**

This limit can be exceeded during the COVID-19 disaster declaration if needed to prevent hunger. However, the SSVF Program Office is aware that community resources for food is returning to pre-COVID levels; therefore, we encourage grantees to do their best to ensure connections are made with long-term/sustainable food resources. This may include local food banks and SNAP benefits for long-term stability. There may be circumstances when food banks are not open, or the family is determined to not be eligible for SNAP benefits. In those instances, Grantees can assist with the purchase of food items for the household. Tracking of this expense and documentation of the need for expanded assistance would need to be clear. We would also expect Grantees would work with those Veteran families to develop a plan to address this need on a long-term basis.

**20. Are we allowed to pay for alternative transportation (Uber/Lyft/Taxi) needs if a vulnerable Veteran needs assistance to get to medical appointments, mental health appointments, housing search, etc.?**

SSVF Grantees will need to evaluate situations specific to the COVID - 19 environment and make appropriate decisions to ensure that you are taking the proper steps to meet community guidance to contain the potential of exposure. Should these decisions change the scope or method of current approved budgeted costs, and require another avenue or mechanism of transportation, they would be deemed allowable. Documentation and rationale should be noted for the costs and grantees should consider the most cost-effective ways to continue services.

**21. Is it allowable for SSVF Grantees to have Veterans order groceries online/ahead and for the Grantee to utilize agency credit card to pay and reimburse the card from SSVF funding?**

SSVF Grantees are allowed to assist Veterans with emergency food assistance. The Program Office expects that other resources to address food needs will be explored. In cases where there is not readily available, Veterans and Grantees are able to utilize online ordering options to purchase food. These are allowable costs for the Grantee under General Housing Stability funding.

**22. If SSVF is serving a Veteran who has been diagnosed with COVID-19 and is in their home/motel under quarantine, can SSVF Grantees pay the deliver charge associated with food delivery because they are not allowed to leave?**

The SSVF Program Office recognizes communities are at various stages of addressing the needs of those who are currently diagnosed with COVID-19. We would encourage Grantees to explore all options to address food needs for Veteran families prior to utilizing food delivery services. While this could be an allowable cost, it would not be considered an effective long-term solution to the food insecurity of those in quarantine. There may be other, more cost-effective methods of address food needs while Veterans are in this situation. On a limited and case by case basis, it may be more cost effective for Veterans in active quarantine to have a small refrigerator where they are able to store perishable food items, or a small microwave to prepare meals. Grantee will need to document the rational and need in the client file.

**23. Can SSVF funding be used to purchase toiletries, food, transport, bus passes?**

The SSVF Program Office had previously allowed the bulk purchase of emergent items for Veterans during the first 90 days of the COVID-19 crisis. Because service delivery and day to day operations are beginning to return to pre-COVID levels, this guidance has been allowed to expire. Thus, grantees should revert back to purchases on a case by case basis. There may be purchases that could make sense to buy in bulk, such as large food quantities to provide for Veterans in EHA hotel settings, or kits for outreach, etc. that address health and safety for those you serve.

## **Rental Assistance**

**24. Could SSVF Grantees provide additional rental assistance to those who have already exhausted all available TFA resources within the 2-year period?**

Under the updated Stafford Act allowances, Grantees providing services in a Federally Declared Disaster area/state, are allowed to serve Veteran families that have exhausted TFA within the last 2 years.

**25. With the expansion of CARES Act funding, can SSVF Grantees now pay for rent and rental arrears for Veterans in a Grant and Per Diem (GPD) Transition in Place (TIP) placement?**

The SSVF Program Office recognizes there are differences in how CoCs and VAMCs identify GPD TIP programs. For CoC purposes with the Housing Inventory Count (HIC) and categorizing resources, TIP is considered permanent housing. However, TIP is identified as transitional housing by the VA while the Veteran is

enrolled in a TIP program as the GPD TIP grantee holds the lease. When the lease transitions to the Veteran, TIP service concluded, and it is now considered permanent housing. For this reason, SSVF cannot pay for rent while a Veteran is enrolled in TIP nor rental arrears. . As such, should a Veteran's situation change, they will need to work with the GPD provider to address rental costs and associated expectations. Please note that the cap on per diem has temporarily been waived under the CARES Act, and GPD grantees can assist directly with these needs while the Veteran is enrolled in GPD. Once the unit transitions to the Veteran, and the Veteran is no longer enrolled in TIP, there may be instances where the Veteran may seek assistance from the community.

## **Other**

### **26. Are SSVF Grantees supposed to track how many Veterans they are serving who are diagnosed with COVID – 19? Can Grantees pay for COVID testing?**

The SSVF Program Office is not asking Grantees to track or report the number of COVID cases. We understand that this information is being tracked by local health departments and the CDC. SSVF Grantees are not allowed to pay for healthcare needs or testing, per regulatory standards.

### **27. Is it appropriate to continue to consider Returning Home cases?**

Returning Home cases can continue to be approved on a case by case basis; however, we recommend that grantees review the CDC guidelines on travel in the United States before making this request to Regional Coordinators.

### **28. If “travel” was not part of our original grant are we still able to use TFA to pay for Ubers to get clients to apartment showings?**

If Veterans are not able to access public transportation or other travel mechanisms safely, Grantees may provide transportation assistance. If this was not previously a part of your approved budget, you will need to make note, and ensure you request this budget modification at the next Program Change opportunity.

### **29. Are there still the 50% AMI income limits?**

The SSVF Program Office is not able to waive the statutory income restrictions for SSVF Grantees.

### **30. Has the Program Office decided if Grantees with Shallow Subsidy grants are allowed to use some of that funding for EHA placements?**

SSVF Program Office is advising that Grantees with Shallow Subsidy funding should not use that award to pay for EHA placements.

### **31. Is Rapid Resolution also on hold presently? I don't feel comfortable asking friends and family members to allow someone to stay with and have the liability that a Veteran may be exposed, or the family/friend exposed due to the living environment.**

The SSVF Program Office continues to encourage SSVF Grantees to explore all options including possibilities for Veteran to stay with family or friends to avoid homelessness. This is likely a safe alternative to street homelessness or congregate living. Additionally, there is no longer a maximum number of months of EHA assistance that can be provided when addressing host family needs.

### **32. Are Grantees allowed to exceed the 50% spending cap for TFA payments.**

Grantees are allowed to exceed the 50% spending during the COVID-19 crisis.

**33. Are Grantees allowed to purchase gloves, masks, Clorox wipes for employees for personal protection while providing services?**

Grantees are allowed to purchase these items for staff to safely continue to provide services.

**34. Can I now use SSVF funds to purchase cell phones (like TracFone) and/or phone minutes for clients? We have a Veteran who is NOT eligible for a SNAP/Lifeline phone and is currently zero income.**

The SSVF Program Office recognizes that COVID-19 has impacted the way Grantees are having to conduct business. Due to the movement to electronic communication platforms, it will be important for Veterans to have access to the devices necessary to engage in case management with SSVF grantees and care with VAMC or other healthcare providers. As such, grantees should first engage with their local VAMC regarding the VHA Homeless Programs Disposable Phone Initiative prior to the purchase of a Prepaid Wireless Phone. For more information regarding this phone initiative, please review the Program Update from Friday August 13, 2021. This is available on our website at:

[https://www.va.gov/HOMELESS/ssvf/docs/SSVF\\_Program\\_Update\\_friday\\_August\\_13\\_2021.htm](https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Program_Update_friday_August_13_2021.htm)

Should the local VAMC not have phones available, the SSVF Program Office will allow the one-time purchase of a Prepaid Wireless Phone (no more than \$50.00) for Veterans enrolled in SSVF. The purpose of the phone purchase is to communicate with the SSVF Providers to secure permanent housing. In alignment with this new guidance, the Program Office will also allow the purchase of Prepaid Phone Minutes, not to exceed 500 minutes at one time. Grantees will be expected to make these purchases on a case by case basis and have a well-documented need. Should the Grantee identify a need beyond the use of the first 500 minutes, they may purchase an additional 500 minutes on a case by case basis to address the ongoing needs of that Veteran.

**35. Can we help Veteran families with laundry services/assistance?**

The SSVF Program Office understands there are several layers to address Veteran needs while they are placed in Emergency Housing in hotels. If laundry services are available at the hotel, SSVF Grantees can work with the hotel to provide this assistance. Grantees should be assessing the current availability of resources of the Veteran and community prior to providing laundry assistance. This should also be continually reassessed during the hotel stay, as community resource may become available as time passes.

**36. Since we have waived the utility payment limits for RRH and HP enrollments, are we able to pay more than one-time payment for utilities for those enrolled in Rapid Resolution.**

The SSVF Program Office has not changed the guidance related to Rapid Resolution financial assistance to host families for Rent and Utility payments. These will continue to be one-time payments. The limits to the provision of EHA assistance to those host families has been lifted. Therefore, if the family continues to express a financial need related to household expenses (as indicated in the RR Compliance Guide) Grantees may need to consider the provision of EHA during the COVID-19 crisis.

**37. Can the SSVF Program Office please clarify allocation of bulk food purchases to individual Veterans for delivery at hotels?**

Grantees may make bulk purchases of food for Veterans placed with EHA. The assumption would be, Grantee has identified this as the most efficient and effective way to address the nutritional needs of Veterans in these placements. This type of purchase should be allocated, as much as possible, to specific Veterans during the 90-day period. For example: Grantee purchased several bulk food items (fruit, cereal etc.) at a cost of \$1000 to cover feeding 10 Veterans breakfast for 10 days. (Cost to each Veteran would be \$10 per day per Veteran).

**38. Since Grantees are now allowed to purchase food in bulk, can we purchase household items in bulk?**

Like any other expense related to housing homeless Veterans with SSVF funding, Grantees need to be prudent with the bulk purchase of food. This should only be done when other options are not available to meet the

emergent food needs for Veterans during this crisis. The SSVF Program Office guidance related to other bulk purchase remains the same. The purchase of household items in bulk is not an allowable expense.

**39. Can we use TFA to purchase protective products for clients, like masks, gloves, disinfectants, cleaning supplies, etc.?**

Grantees may find it necessary or appropriate to meet with Veterans face to face. In those situations where SSVF staff will be meeting with Veterans, Grantees may purchase face masks to give to the Veteran for that meeting. The bulk purchase for all Veterans with open cases would not be appropriate at this time. The SSVF Program Office suggests working within your local community to identify the needs, requirements, and resources available to support the broader community norms.

**40. Can the SSVF Program Office clarify those pet fees that are allowable with the CARES funding?**

In an effort to respond quickly to the providing emergency housing assistance that will meet the unique needs of homeless Veterans, the Program Office will allow Grantees to provide pet fee assistance at the hotel. Our primary focus is to assist Veterans with exiting unsafe situations and quickly getting them into a hotel while they can begin working toward permanent housing. This Veteran related expense would be included with the EHA line item in HMIS and end of year budget submissions.

**41. If Grantees are now allowed to pay for pet fees for entry into hotels, are we now allowed to pay pet fees/deposits and pet rent associated with their permanent housing?**

Upon further consideration of the immediate needs to ensure Veteran safety during the COVID-19 crisis, payment of pet fees/deposits or pet rent associated with permanent housing will not be an allowable expense. The SSVF Program Office recognizes that Veterans seeking permanent housing are influenced by their ability to keep or obtain a pet. However, we would encourage Grantees to continue to assist these Veterans locate housing that will meet this need in a way that does not present a cost burden or barrier to housing.

**42. Since the rental and utility time limits have been waived, are we able to provide additional deposits within the 2-year period?**

The SSVF Program Office has not waived the security deposit restrictions. As indicated in the Program Guide, “a maximum of one security deposit during a 2-year period” is allowable.

**43. Does the SSVF Program Office have additional guidance for HMIS entries, releases, etc.?**

The SSVF Program Office has not added any additional HMIS requirements during the COVID-19 crisis. Grantees should work toward having full data sets for all Veterans enrolled in SSVF services. We are requesting that SSVF Grantees ensure they are entering TFA expenses as they are incurred, and not delaying these entries. For example, you may enter the expected cost of EHA, and once invoiced for that amount, update that information. The SSVF Program Office does not require wet signatures on HMIS ROIs. You will need to work with your local CoC if this is a requirement to reduce this barrier to reporting these enrollments into HMIS while providers may not be able to meet with Veterans face to face.

## **HUD-VASH Coordination**

**44. Is there new requirement that SSVF Case Managers perform housing inspections for HUD-VASH participants?**



SSVF Grantees are not required to conduct inspections for HUD-VASH referrals. We encourage some type of habitability inspection to ensure that the PHA HQS will pass when operations resume. This is optional and can be conducted virtually by the HUD-VASH team or by the SSVF Grantee.

**45. If a HUD-VASH Veteran moved into the unit before being enrolled into SSVF because the landlord allowed, client was sleeping outside the unit. Can we still pay the deposit?**

The SSVF Program Office is requesting that Grantees carefully consider the current environment and need to address safety first. During this time of crisis, the Grantee could support an HP enrollment to provide the security deposit in this circumstance.

**46. Can we serve more than 10% of Veterans served with HUD-VASH?**

The SSVF Program Office does not have a cap on the percentage of HUD-VASH Veterans that can be served.

**47. If SSVF pays rental cost to move a Veteran into their unit with their HUD-VASH voucher, will HUD-VASH still provide that ongoing case management?**

During the COVID-19 crisis, SSVF Grantees are allowed to pay rental assistance for a HUD-VASH unit that is awaiting a PHA inspection. Grantees are allowed to continue to pay rental assistance for that unit until the PHA funding begins. Grantees and local HUD-VASH Programs should work together to determine who will provide case management services, identify points of contact, and transition plans from one provider to another.

**48. Do we keep Veterans that are housed with HUD-VASH vouchers enrolled or should we discharge them per normal protocol once housed?**

Grantees can begin to transition HUD-VASH Veterans out of SSVF after they begin receiving HUD-VASH Case Management services, agreed upon locally, and the Housing Assistance Payments from the PHA begins.

**49. If SSVF is helping with EHA for a Veteran enrolled in HUD-VASH, do we need to close them and reopen them once permanent housing has been located, to provide deposit and other allowable expenses?**

Under the SSVF Expanded Supports, the SSVF Program is able to provide assistance with EHA to those enrolled with HUD-VASH. The SSVF should not close out the EHA enrollment upon receipt of the HUD-VASH referral for permanent housing assistance. This would be one enrollment with additional information and documentation of the HUD-VASH assistance provided.

**50. Can we use the new HUD-VASH referral form for GPD Program referrals and/or HUD-VASH Program Homeless Prevention referrals?**

The updated HUD-VASH SSVF Referral Packet COVID-19 provided by the SSVF Program Office should only be utilized for RRH HUD-VASH referrals. All other Veterans who need SSVF assistance should be fully enrolled as currently required.